



Information Security Manual
BS ISO/IEC 27001:2013
Procedure for Server maintenance
Level 1 document

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Introduction

In order to optimise network and/or file server performance, scheduled server maintenance may be required from time to time. The network and/or file server may also require maintenance which is not scheduled due to unforeseen circumstances

Scope

The policy will govern all information processing facilities within the company

Definitions

Scheduled Maintenance: Software and/or hardware changes, upgrades, repairs or other system activities requiring users to be logged off the system in order to make changes and can be planned or anticipated in advance

Policy

Users will be notified at least one week in advance that the computer system will not be available during scheduled maintenance. Included in this notice will be the estimated time of outage and scope of maintenance.

Unscheduled Maintenance will be handled on a case by case basis and when not an emergency, users will be given as much notice as possible.

Guidelines

- The network administrator should notify all users at least 15 minutes before the computer network is disabled.
- Scheduled maintenance and unscheduled maintenance in the absence of an emergency should occur after hours or during minimal use production hours when feasible.
- The network administrator should check to be sure all employees have logged off the server before disabling the computer network.
- If an employee is still working on the network when it is scheduled for maintenance, the network administrator should attempt to call the employee and tell them to log out of the system from the console. The network administrator will not be responsible for lost data due to this type of logout process.
- The network administrator should attempt to notify designated employees of any unscheduled outages. Unscheduled outages are the results of emergency maintenance, power outages, or other unavoidable server downtime.

Signed
Director

Dated: 18.5.18